

Purpose

Use this procedure to review account bills, make or cancel payments, or view details of a previously-made payment - all on the Customer Care Center (CCC) portal.

Procedure

Content and Forms



1. Log on to the Customer Care Center - CCS portal (refer to the document titled "Initial Log on to CCC" for step-by-step instructions on logging into CCC). On the main screen, select the account you would like to view information on, by clicking the account number.

Content and Forms





- Click the Payment Details link Payment Details if you wish to view details of a payment already made.
 - On this screen, you can view your invoicing history and / or the action taken / pending.



3. The payment details are displayed. Click the **Back to Bill List** button Back to Bill List to return to the previous screen.

Content and Forms



4. You can also view (and save) a prior bill. To do this, click the Display Bill in PDF Format link label



Display Bill in PDF Format

Content and Forms



5. As required, complete/review the following fields:

Field	R/O/C	Description
Enter the amount you would like to pay		Amount of the payment that you would like to make Example: 10.00

Content and Forms



6. Next, click to select an account from the select the bank account you want to use to make your



payment drop-down.

Content and Forms



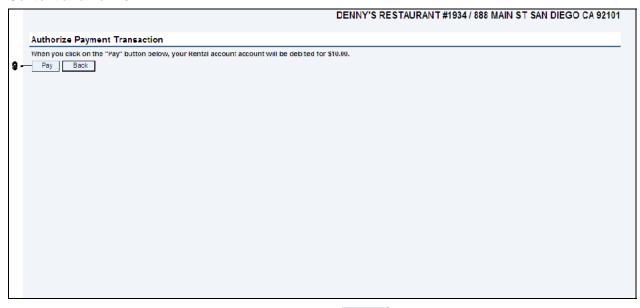
7. Click to select the account. Ensure that the selected bank account has sufficient funds.

Content and Forms



8. Click the **Continue** button Continue





9. To proceed with the payment, click the Pay button Pay. If you click the Back button, you will return to the previous screen.

Content and Forms



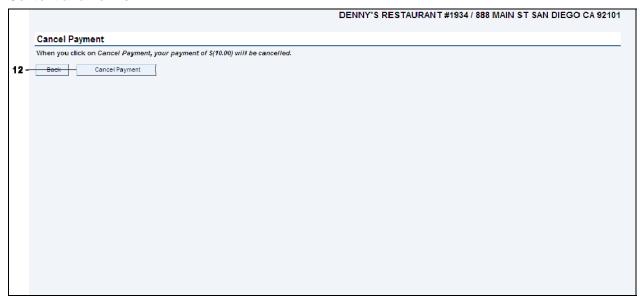
10. A confirmation message will appear. Click the **Back** button





11. The payment shows up in the list. Click the **Cancel Payment** link <u>Cancel Payment</u> if you need to cancel this payment. Remember that you can cancel payments only till you see this option.

Content and Forms



12. Click the Cancel Payment button Cancel Payment if you would like to proceed with payment cancellation.





13. A confirmation message displays, stating that the payment has been cancelled. Click the **Back** button button to return to the main screen.

Content and Forms



14. The payment you cancelled in the previous step no longer shows in this list.



		14
ĸ	esu	Ιt

You have successfully made a payment, reviewed details of a prior payment, and cancelled a payment.